

# CLIENTS AND STAKEHOLDERS

There is a range of clients and stakeholders that you need to consider as you undertake the role of Careers Adviser. Your clients are the recipients of the career service you are providing whereas your stakeholders are those persons or organisations that have a vested interest in the careers service.

## Students

In your role as Careers Adviser you will support students individually to make career decisions by assisting them to identify, own and manage their career ideas. During this task there are protocols to be aware of. These include:

- **Interview protocols** – ensure you are familiar with school policy in regards to interviewing students and with the NSW DEC [Code of Conduct](#).
- **Referrals** – it is important that the Careers Adviser knows and understands the limits of their professional competence and can assess when to refer a student. Such referrals may be to the School Counsellor, Home School Liaison Officer, Welfare Head Teacher or to an external organisation.
- **Mandatory reporting** – From 24 January 2010, mandatory reporters are encouraged to use the Mandatory Reporter Guide, to guide their decision making and determine whether or not to report to the Child Protection Helpline under the new risk of significant harm reporting threshold.

The interactive [online Mandatory Reporter Guide](#) has been developed to assist front-line mandatory reporters such as police officers, teachers, nurses, social workers, and NGO staff to determine whether a case meets the new risk of significant harm threshold for reporting children and young people at risk in NSW

- **Privacy**
  - **Secure storage:** The school must ensure confidentiality is maintained through secure storage procedures and that permission is sought from the student and the student's parent/carer prior to release of the information to a third party.
  - **Student Placement Records:** Privacy notices must remain part of every Student Placement Record completed for each workplace learning experience. This is a requirement of the Privacy and Personal Information Protection Act 1988.
  - **Publishing:** Before you publish any content on your school website or other publications make sure you have permission to use other people's work, and permission to publish various forms of content. This includes text, photographs, videos etc. For more detailed information go to:

<https://detwww.det.nsw.edu.au/schoolwebsites/content/privacy/index.htm>

- **Access and Equity** - all students regardless of culture, Aboriginality, gender or disability have the right to career support from the careers adviser.

## Parents / carers and community members

Parents/carers and the local community are central to young people's career decision making. It is essential that this stakeholder group are well catered for so that they are well informed and supported by the school in the broad area of career and transition.

Strong and effective communication processes need to be implemented to ensure that efficient, up-to-date and informative material is available on a regular and need-to-know basis.

Some excellent resources have been made available on the Vocational Education in Schools website in [Parents & Community](#) so that you have material to share with parents / carer givers to empower them to support young people in their care to successfully transition through and from school.

## Other stakeholders

### Business and community organisations

[School Business and Community Partnership Brokers](#)

<http://www.business.gov.au/>

<http://www.innovation.gov.au/>

### Education and training organisations

[Board of Studies NSW](#)

[University Admissions Centre](#)

[NSW TAFE](#)

[University / NAPSA](#)

[Apprenticeships and Traineeships](#)

[OTEN](#)

### Employment organisations

[Job Services Australia](#)  
[Australian Job Search](#)  
[Group Training Organisations](#)  
[Aboriginal Employment Strategy](#)  
[Job Access Australia](#)  
[National Disability Coordination Officer Program](#)  
[Local Government Jobs](#)  
[MyCareer](#)  
[CareerOne](#)  
[Seek](#)

## Student career support services

[Careers Advisory Service](#)  
[Centrelink](#)  
[Youth Connections](#)  
[Study Assist](#)  
[Year12 What Next?](#)  
[My Skills](#)

## Establishing quality partnerships and networks

[Careers Education Quality Framework](#)  
DEC - [Statement of Business Ethics](#)  
DEEWR – [School Business Community Partnerships](#)

### **Background reading**

[Professional Standards for Australian Career Development Practitioners](#)  
[Guiding Principles for Career Development Services & Information Products](#)